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CHAPTER 4 - PERSONNEL SUPPORT ACTIVITY DETACHMENT (PERSUPP DET)

400. Tasks

a. Maintain the pay accounts and personnel records of officer and enlisted naval personnel attached to commands and activities of the naval shore establishment, as assigned.

b. Maintain the pay accounts for certain ships without disbursing capability, deployable aviation squadrons while ashore, certain mobile units and other activities as assigned. (In some cases, personnel compensation (DK's), are provided by the supported command/activity to the PERSUPP DET on a temporary additional duty basis for this task.)

c. Maintain the personnel records of selective reserve personnel assigned to naval reserve activities that are considered collocated, i.e., within 30 minutes driving time.

d. Provide personnel services to Navy personnel for whom personnel records are maintained, as set forth in this manual and other pertinent directives, ensuring compliance with the Officer and Enlisted Transfer Manuals, the Naval Military Personnel Manual (MILPERSMAN), and the Pay and Personnel Procedures Manual (PAYPERSMAN) or Source Data Systems Procedures Manual (SDSPROMAN), as applicable.

e. Provide pay services to Navy personnel for whom pay accounts are maintained, and other personnel as set forth in this manual and NAVCOMPT Manual, Volume 4, ensuring compliance with the Department of Defense Pay Manual (DODPM), PAYPERSMAN or SDSPROMAN, as applicable, and other pertinent directives.

f. Arrange all Navy-sponsored travel as set forth in this manual, ensuring compliance with NAVMILPERSCOMINST 4650.2A and other pertinent directives.

g. Provide commands and activities supported with pay, personnel and passenger transportation management information to assist in the effective management of personnel assigned.

h. Provide military and dependent identification card services to Navy active duty and Reserve personnel, their dependents, other service dependents, retirees and their dependents, and other benefits eligible personnel as set forth in the MILPERSMAN and NAVMILPERSCOMINST 1750.1A.

i. Perform such other tasks as may be directed by the PERSUPPACT or higher authority.

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401. Organization. The organization of a PERSUPP DET will vary depending on personnel manning, size of population served, number of records maintained, type and mission of commands and activities supported and their geographic location. Each PERSUPP DET shall be flexible and tailor operations to local requirements. However, organizational titles will be standard, and consistent patterns of organization will be used to the maximum extent. The basic organization is composed of an OIC and several divisions, including: administrative support; military personnel; military pay; passenger transportation; and divisions unique to local circumstances. Figure 4-01 depicts a typical PERSUPP DET organization.

402. Duties and Responsibilities of the (OIC)/(CPOIC)

a. Exercises control over and assumes full responsibility for the detachment and the accomplishment of assigned tasks per U.S. Navy Regulations, 1990, Article 0801.

b. Ensures the timely and accurate preparation and release of pay and personnel documents/events.

c. Ensures the proper maintenance of personnel records and pay accounts of individuals assigned to commands and activities supported.

d. Ensures strict compliance with pertinent laws and regulations, and policy and procedures established in this manual and other directives governing pay, personnel and passenger transportation program administration.

e. Ensures strict compliance with NAVCOMPT Manual, Volume 4 concerning access to and maintenance of pay accounts of personnel assigned to the PERSUPP DET.

f. Serves as the local advisor in the areas of personnel, pay and passenger transportation.

g. Coordinates with appropriate authority for the implementation of contingency and mobilization plans.

h. Performs such other duties as may be assigned by the PERSUPPACT CO or higher authority.

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i. Reports to the PERSUPPACT CO for primary duty and to the base/station CO or area coordinator for additional duty. Enlisted personnel/civilians assigned to the PERSUPP DET report to the OIC/CPOIC. Other officer personnel assigned to the PERSUPP DET, if any, report to the PERSUPPACT CO for primary duty, but are under the direct control of and responsible to the OIC.

j. If the OIC is a commissioned or warrant officer, exercises non-judicial punishment (NJP) authority over enlisted personnel assigned to the PERSUPP DET, within the limitations outlined in the Manual for Courts-Martial, United States, 1984, Part 5, paragraph 2. The OIC may, if he/she considers it appropriate, refer NJP cases to the PERSUPPACT CO for adjudication.

403. Operation of the PERSUPP DET. The following paragraphs provide general information on the operation of PERSUPP DETS. Specific support services are outlined in chapters 5, 6, and 7. Ideally, all service, personnel, records, files, and supporting equipment will be located at a single site (see "Customer Service Desks" in paragraph j). In all cases, the supported command/activity is responsible for the physical accounting, legal disposition, housing, employment, leave and liberty, and health and comfort of the member. The PERSUPP DET's location, hours of operation and telephone numbers shall be widely published.

a. Authority of the OIC. Authority for the administration and maintenance of personnel service records and pay accounts and the attendant reporting of personnel and pay events to headquarters organizations shall reside with the OIC. "By direction" authorizations from the CO/OIC of supported commands and activities are not required. The granting of "by direction" authority for individuals assigned to the PERSUPP DET to make record entries and sign documents/release events, including those affecting pay and allowances, shall reside with the PERSUPP DET OIC.

b. Hours of Operation. The hours of operation of the PERSUPP DET will vary according to local requirements and will be set by the PERSUPPACT CO. A duty section will be available, unless the PERSUPPACT CO determines one is not required. However, a recall list of key PERSUPP DET personnel shall be available to the host station/activity officer-of-the-day (OOD) or command duty officer (CDO) for use in case of an after-hours emergency.

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c. Service Record Accountability

(1) Personnel service records are Navy property, not the property of the individual concerned. Assigned service records are to be strictly accounted for so that the location of any record can be accurately determined at all times. A service record check-out system will be used to identify the destination of records leaving the PERSUPP DET. Checked-out records will be returned to the PERSUPP DET within 5 working days, unless prior arrangements are made. Records returned to the PERSUPP DET shall be checked into the files prior to redistribution.

(2) COs/OICs of supported commands and activities shall provide the PERSUPP DET OIC with a list of individuals authorized to check out service records for that command/activity and ensure the list is kept up-to-date. The list may include generic descriptions of a particular group of personnel who are easily identifiable, such as "all officers" or "all chief petty officers." However, authorizing "all personnel assigned to Admin," for example, is not acceptable since, in most cases, those personnel are not readily identifiable. Normally, members will not be authorized to check out their own records without individual written authority from the member's command. As an exception to this policy, members may be authorized to carry their records with them during the check-in process for review by the member's command and other interested parties who require service record information.

(3) Service records will be made available for review by representatives from commands in a supported commands'/activities' chain of command, by members of teams conducting inspections, audits, or reviews of supported commands/activities, and by members of investigative agencies, for the purpose of determining school completions, qualifications, prior assignments, or obtaining other information which may be resident in the member's service record. However, comments concerning the condition of service records, including completeness, accuracy of entries which are the sole responsibility of the PERSUPP DET, etc., may not be included in any formal or informal reports of the supported command/activity or individuals. Instead, discrepancies found should be brought to the attention of the PERSUPP DET OIC who bears sole responsibility for proper service record maintenance.

d. Support of Medical Treatment Facilities. In keeping with patient administration objectives and guidelines issued

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by Chief, Bureau of Medicine and Surgery (BUMED), PERSUPP DETS that support medical treatment facilities shall ensure the disposition of an in-patient is not unduly delayed by the processing at the PERSUPP DET. The PERSUPP DET will make provisions to deliver personnel and pay services to patients unable to visit the PERSUPP DET. This may require the establishment of a patient personnel customer service desk (see paragraph j below) within the medical treatment facility.

e. Support of Brig. Where possible, services will be provided to brig prisoners in such a manner that the prisoner does not have to leave the brig. The pay and service records of each prisoner shall accompany the prisoner upon confinement and remain in brig custody for up to 5 working days to facilitate initial counselling and responsibility programs. Thereafter, the pay and service records will be maintained by the supporting PERSUPP DET. Transfer and discharge procedures shall be established to allow a member to depart directly from the brig on the day of release.

f. Support of Naval Reserve Activities

(1) In recognition of the unique requirements of the Selected Reserve community, PERSUPP DETS which support naval reserve activities shall ensure an appropriate level of service is maintained during drill weekends. Where time/distance between the reserve activity and the PERSUPP DET make it appropriate, support shall include the manning of a customer service operation at the reserve activity/drill site on drill weekends. The need for a customer service operation and the location or locations for such operations shall be agreed to in writing by the PERSUPPACT CO and the Reserve Readiness Command, Naval Air Station, Naval Air Facility, or Naval Air Reserve Unit CO, as applicable.

(2) While management needs of the entire PERSUPP DET may be considered, the priority use of Training and Administration of Reserves (TAR) personnel assigned to the PERSUPP DET shall be in Selected Reserve support. TARs shall be assigned and utilized in proportion to the number of Selected Reserve records and active duty personnel records from the COMNAVRESFOR claimancy being supported. For example, (not a standard) if a PERSUPP DET maintains 800 Selected Reserve personnel records and 200 TAR records, and has 10 TAR PN/YN personnel assigned, then eight of those personnel should be assigned to the Reserve Operations Division and two to active duty records support.

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g. Support of Operating Force Units in Commission and Prior to Commissioning

(1) PERSUPP DETS may provide personnel and/or pay support services to commissioned commands and activities of the operating force per paragraph 101c of this manual.

(2) Pending reporting aboard of personnelmen (PNs)/disbursing clerks (DKs) to the precommissioning unit of a ship or other activity not scheduled to be supported by PASS, PERSUPP DETS may provide personnel and/or pay support services. Such support shall be addressed in a memorandum of agreement (MOA) between the unit's prospective CO and the PERSUPPACT CO, or higher authority, which identifies support services to be provided and personnel compensation to be received by the PERSUPP DET, if any, and includes a timetable for transfer of personnel/pay functions from the PERSUPP DET to the unit.

h. Classification Support. The active duty enlisted classification function at recruit and naval training centers, training and school commands, and transient personnel units is a PERSUPP DET function. Additionally, units of the operating force may arrange with a PERSUPP DET which has classifiers, for classification services outlined in chapter 5 of this manual. Designation of enlisted classification billets will not be changed without the concurrence of BUPERS. The classification function at Navy recruiting districts and reserve activities is not included in nor affected by PASS.

i. Personnel Geographically Separated from the PERSUPP DET. Personnel reporting to/detaching from activities geographically separated, i.e., more than 30 minutes driving time, from the supporting PERSUPP DET may, but are not required to physically report to the PERSUPP DET. Provisions will be made with the supported activity to complete processing by mail, FAX, or telephone, or through a customer service desk (see below). However, in certain cases, such as short-fused transfers, the member may have to travel to the PERSUPP DET. During the member's tour at the activity, every effort will be made to conduct services by mail, FAX, or telephone, or through the customer service desk, if established.

j. Customer Service Desks (CSDs)

(1) At the discretion of the PERSUPPACT CO (see paragraph below for exception), CSDs may be established outside of the PERSUPP DET to provide services deemed appropriate to personnel

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not in the immediate vicinity of the PERSUPP DET. CSDs can present management problems for the PERSUPP DET OIC and, therefore, should be established only when clearly justified by the circumstances. CSDs are extensions of the PERSUPP DET, and personnel assigned to them remain under PERSUPP DET control. Normally, personnel and pay records will remain in the central PERSUPP DET files. Appropriate intra or interservice support agreements will be completed with the host activity. When establishing a CSD, notify BUPERS (Pers-33).

(2) Where the CSD is geographically separated from the PERSUPP DET so that commuting would cause undue financial hardship for personnel assigned, or to provide appropriate entitlements in connection with permanent change of station orders (mileage/transportation allowances, household goods shipments, etc.), the CSD must be identified by a separate manpower authorization and Unit Identification Code (UIC). In that case, contact major claimants to ensure compliance with OPNAVINST 5450.169D (NOTAL) in establishing the CSD. Resources necessary for the operation of the CSD must be provided by the claimant.

k. Navy Passenger Transportation Offices (NAVPTOs).

(1) NAVPTOs are located at those PERSUPP DETs on major bases supporting large concentrations of Navy personnel and travel requirements where there is a need for traffic management expertise and oversight.

(2) NAVPTOs have a designated Transportation Officer and are complemented by a Commercial Travel Office (CTO). See chapter 1, section C, Passenger Transportation Manual, NAVMILPERSCOMINST 4650.2A.

1. PASS Liaison Representatives (PLR). All commands supported by PERSUPP DETs, including those supported for pay only and naval reserve activities, shall appoint, in writing, an individual E-6 or above where available as PLR. A copy of the appointment letter shall be provided to the PERSUPP DET. The PLR is the point of contact for command members and PERSUPP DET personnel concerning pay, personnel, and passenger transportation matters. When first appointed, the PLR shall be given an indoctrination that includes PASS organization, policy, procedures and services overview, a tour of PERSUPP DET facilities, and introduction to key PERSUPP DET personnel. The PLR shall be kept informed of any changes that impact pay, personnel, or passenger transportation operations. Ideally,

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periodic PLR meetings should be hosted by the PERSUPP DET to ensure sound lines of communication are maintained. Close liaison between the PERSUPP DET and the PLR can greatly increase the quality of customer service.